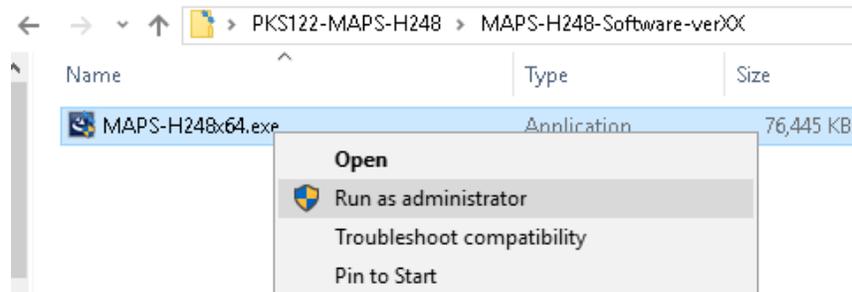


## Software and License Installation

**DO NOT CONNECT USB DONGLE TO THE PC FIRST.** Perform Software installation first, followed by License installation, Warranty license installation and then plug-in the USB hardware dongle to the PC.

- PC Requirements
  - Windows® 10 and above Operating System (**64 bit Only**).
  - Core i3 to i7 (or equivalent), 4 GB Memory, NIC, and USB 2.0 Ports.
  - PCs which include GL hardware/software require Intel or AMD processors for compliance.
- Plug-in the **USB Installation Stick** (pen drive) to the PC. This is provided with the shipment package by GL Communications.
- Navigate to \PKS122-MAPS-H248\MAPS-H248-Software-verXX folder, right-click on **MAPS-H248x64.exe** and select **Run as Administrator**. Follow the onscreen instructions and complete the installation.

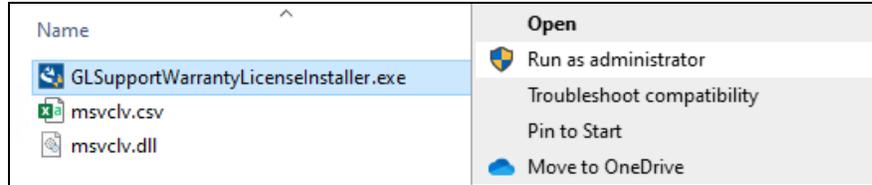


- Navigate back to root directory in USB installation stick (pen drive) to \GL-Dongle License Installer folder, execute **GLDongleLicenseInstaller\_x64.exe**. Follow the onscreen instructions and complete the installation.
- NOW PLUG-IN the USB Dongle to the PC to the USB 2.0 port of your computer. Windows® should install all required drivers automatically. A red light should appear on the dongle indicating that the device is functioning correctly and ready to use.
- It is recommended to reboot the system after the software installation. If you had problems with installation so far, refer to [Troubleshoot](#) section explained in this document.
- You can verify if the required licenses are installed. Navigate to **C:\Program Files\GL Communications Inc\GLDONGLE** directory, execute **appl\_list.exe** and confirm that the following licenses are listed:
  - PKS122 (MAPS for H248)
  - PKS102 (PacketGen RTP Soft Core) \*

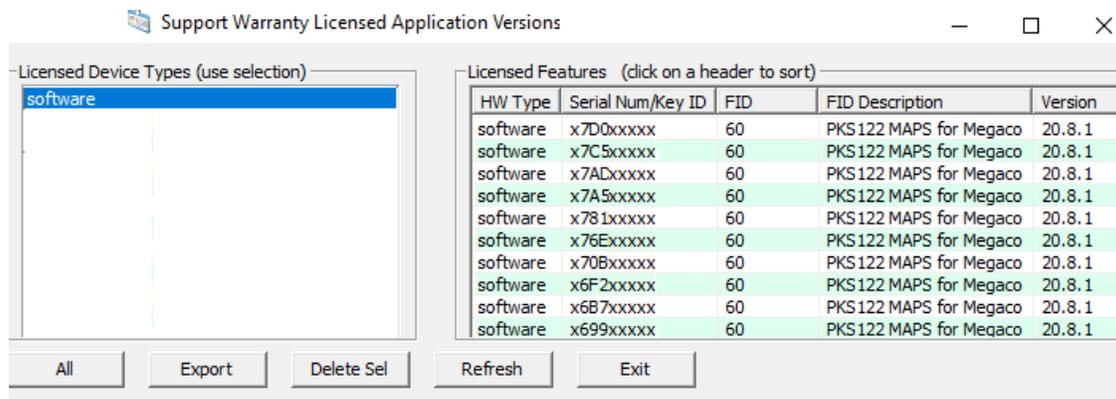
**\*Note:** Additional licenses may be required for optional codec. Please verify that all licenses purchased are displayed using the **appl\_list.exe** utility.

**Warranty License Installer**

- Users must install the **Warranty License** for the software to run.
- Navigate to root directory in **USB installation stick** (pen drive) to `\Warranty_LicenseInstaller` folder, execute `GLSupportWarrantyLicenseInstaller.exe`. Follow the onscreen instructions and complete the installation.



- To confirm that warranty is installed properly, double-click on **Warranty Application List** icon . This will display the list of warranty applications which are purchased.



- Users can check the Warranty expiry date in the **Version** column that is **20.8.1** (i.e. 2020 August 1<sup>st</sup>), and user can verify the date to be as expected (depending on the support warranty purchased).

**Note:** Any latest software updates after warranty period will not be available until warranty licenses are renewed

To quickly get started with the MAPS™ H248 application and for test scenario configurations to simulate TGW or RGW, refer to [MAPS-H248-Quick Verification-Guide](#).

## Troubleshoot

- **“Unknown device” error while installing USB Dongle.** If you see this error, ensure you have installed the GL Dongle License Installer software first and then plugged the USB Dongle to the PC. The USB Dongle will then be recognized as “SafeNetInc. USB Key” and appropriate drivers will get installed automatically. If problem still persists, plug the USB Dongle to a different USB 2.0 port and try again.
- **“Security Error: Application is not licensed”,** if you see this error when you run MAPS™ H248 it indicates a problem with either your dongle or license file.
  - First verify that the dongle is plugged in and the red light is on
  - Navigate to **C:\Program Files\GL Communications Inc\GLDONGLE**
  - Run **haspinfohl.exe**. Verify that Status is **OK** and make a note of the Serial #.
  - Run **appl\_list.exe**. Verify that there is a line in the table reading **PKS122 MAPS for H248** with the serial number you noted above.
  - If the dongle does not appear in **haspinfohl.exe**, verify that it appears as a USB device in the **Windows Device Manager**. If it does not appear even in the device manager, remove the dongle and plug it into a different USB port, preferably one directly on the motherboard.
- If the SIP/RTP Core console does not invoke with the MAPS™ TestBed start-up, check for the following:
  - RTP Soft Core licenses may not be installed for the dongle used. Run **appl\_list.exe** available in the **C:\Program Files\GL Communications Inc\GLDONGLE** directory. Verify that there is a line in the table reading **PKS102 PacketGen RTP Soft Core** with the serial number you noted above.
  - Verify that the MGC IP Address and RTP IP Address in the testbed parameters are configured with the proper system IP address.
- If you cannot resolve the issues, please contact GL Communications at [info@gl.com](mailto:info@gl.com) for technical support.